

## SECTION III

### USING THE SYSTEM

#### **.01 EQUIPMENT AT EACH LOCATION**

At each of the fuel dispensing locations the fuel pumps are similar to those at any private service station. They are unattended self service facilities. However, before the pumps can be activated, a valid Driver Identification Card (YELLOW) and a valid Vehicle Identification Card (WHITE) must be swiped (one after the other) through a card reader located near the pumps. See detailed operating instructions below.

Driver handbooks showing locations within the system network, driving directions and telephone numbers are available from the Department of General Services, Inventory Standards and Support Services Division. Agency Fleet Managers should ascertain their needs based on the number of vehicles (1 per vehicle) and order the handbooks from the DGS State Printing and Duplicating Division. DGS/ISSSD will periodically update the handbooks and notify agencies as new facilities are brought on line. This information is also available on the DGS Website at:  
<http://www.dgs.state.md.us/procure/FuelManage/web/index.htm>

#### **.02 HOURS OF OPERATION**

All Maryland State Police Barracks, most Toll Facilities locations, the Baltimore Office Complex and the Annapolis Complex will be open for refueling 24 hours per day, 7 days per week. The State Highway Administration garages will be open for refueling from 8:00 am. to 4:00 pm., Monday through Friday, excluding State Holidays. Hours of operation at all other locations vary and drivers should contact the facility prior to refueling.

#### **.03 OPERATING AUTOMATED PUMPS**

##### **A. GASOLINE, DIESEL, AND CNG INSTRUCTIONS**

At each of the automated refueling sites there will be at least one card reader with a display screen, similar to a bank's automatic teller machine.

1. When ready for use, the system will display:

##### **INSERT CARDS**

2. Both the Yellow Driver Card and the White Vehicle Card must be inserted/swiped through the magnetic card reader. It doesn't matter which card is inserted first. Insert each card (one at a time) into the magnetic card reader slot located on the right side of the reader and swipe to the left.
3. The system will display:

### **ENTER ODOMETER**

- Using the keypad, enter the current odometer reading.
  - Depress the **ENTER** Key. (Note: When using a Master Vehicle Card, this display will not appear.)
4. The system will display:

### **SELECT PUMP NUMBER**

- Pump numbers are prominently displayed on the gasoline, diesel, CNG, and oil pumps.
  - Using the keypad, enter the pump number of the product desired.
  - Depress the **ENTER** key.
5. The system will then display the following sequence for the Driver:

**PUMP #XX SELECTED  
(PRODUCT SELECTED) GASOLINE, DIESEL, CNG OR OIL  
PUMP #XX IS READY  
PLEASE PUMP FUEL**

As a safety precaution at this point, if you do not begin to dispense gasoline, diesel, CNG or oil within 80 seconds, the system will not allow the pump to start and you must repeat steps 1 through 5 above.

For gasoline, diesel, etc. turn on the appropriate pump just as you would at any private service station according to the ON/OFF arrow indicators, insert nozzle in tank and dispense the product. (**NOTE**: Gasoline, diesel, etc. dispensing may be stopped at any time up to filling the tank).

When finished dispensing, turn pump off, hang up the nozzle. All State facilities have Stage II Vapor Recovery System Nozzles. It is important to stop refueling when the pump shuts off. To prevent spills and "Blow Back" of fuel, **DO NOT** **"TOP-OFF"** the tank.

**REFUELING IS COMPLETE**

## **B. OIL DISPENSING INSTRUCTIONS**

Motor oil is dispensed through a hose and nozzle housed in a refueling island. Simple easy-to-follow instructions are printed on the inside of the cabinet door to guide you through the steps in dispensing oil.

The oil nozzles have been converted from automatic shut-off to manual nozzles. This means that oil can only be dispensed when someone is holding the nozzle trigger in the "ON" position. The nozzle is equipped with an indicator that requires it to be set for the number of quarts needed. (Fractions of a quart may be dispensed). Drivers should not pump more than one quart of oil per transaction. If more than one quart is needed, another transaction should be initiated. If a vehicle requires more than one quart of oil at a time, it may be an indication that the vehicle is in need of repairs.

1. Check engine oil level.
2. Access oil system using the magnetic card reader.
3. Turn "ON-OFF" knob in dispenser cabinet to "ON" position.
4. Rotate pointer on oil nozzle COUNTER-CLOCKWISE to ONE QUART. **DO NOT** pump more than ONE QUART at a time.
5. Hold trigger on nozzle to pump oil. NOZZLE DOES NOT TURN OFF AUTOMATICALLY.
6. Pointer on nozzle will turn clockwise to the "O" (zero) position when ONE QUART has been pumped.
7. Release nozzle trigger to stop oil flow.
8. Return nozzle to cabinet and recheck engine oil level.

When obtaining both gasoline, diesel, CNG, or motor oil, two separate transactions are required. Dispense one product initially, then repeat Steps 1 through 8 above to dispense the other product. Oil may be dispensed automatically with gasoline or diesel fuel.

Pump operation is the same whether the driver is using a Driver Identification Card or Master Driver Identification Cards, except that when using a Master Vehicle Identification Card, the odometer reading is not required.

## **.04 PURCHASES MADE OUTSIDE OF THE FUEL MANAGEMENT SYSTEM**

All gasoline, diesel, CNG and motor oil purchases made outside the State's refueling network must be processed manually through the Fuel Management System or processed manually into the Department of Budget and Management's (DBM) WebFleetMaster system. Outside purchases include fuel from private service stations, or other State agencies not in the network.

It is important to use the State's refueling system unless an emergency forces Drivers to refuel outside the system. By not using the system, your agency will have to pay more per gallon for the cost of the fuel. In addition, they will also have to pay the Federal Road Tax. Current rates for the Federal Road Tax is .1840 cents per gallon on gasoline/CNG and .2440 cents per gallon on diesel fuel.

Outside purchases processed manually through the Fuel Management System may not always appear on the data system reports in the proper time period. This will also cause an error reading in the miles per gallon column of the vehicle report.

For outside purchases, drivers shall be responsible for completing the Report of Fuel Purchases Made Outside the Statewide Fuel Management & Dispensing System form (Appendix G) and submitting it to the Agency Fleet Manager along with a copy of the sales ticket. The Agency Fleet Manager shall forward completed forms and copies of the sales tickets at the end of each month to:

Commercial Fuel Systems  
P. O. Box 71  
Mt. Airy, Maryland 21771

**This procedure is not necessary if the Agency Fleet Manager enters the fueling transaction manually into DBM's WebFleetMaster System.**

## **.05    EMERGENCIES**

To prevent running out of fuel or having to refuel at a private service station, drivers should make it a practice to glance at the gas gauges more frequently.

Whenever the gauge reaches ½ full, drivers should plan to re-fuel at the next State refueling facility along their route.

## **.06    REPORTING PROBLEMS**

Refueling problems, questions regarding invoices and reports or other concerns regarding the Statewide Fuel Management and Dispensing System should be reported to the Agency Fleet Manager who will relay the problems or concerns to:

Commercial Fuel Systems, Inc.  
P. O. Box 71  
Mt. Airy, Maryland 21771  
(301) 829-0875

If a problem or concern is not addressed satisfactorily within forty-eight hours, the Agency Fleet Manager should report the matter to the Inventory Standards and Support Services Division at (410) 767-4257.